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Changes

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, LaCie assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. LaCie reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

Canada Compliance Statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

LaCie Hard Disk
Tested to comply with FCC standards for home or office use

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

1. The devices may not cause harmful interference
2. The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by LaCie could void the FCC & Industry Canada regulations and negate your authority to operate the product.

CAUTION: Modifications not authorized by the manufacturer may void the user's authority to operate this device.

Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards: Class B EN60950, EN55022, EN55024

With reference to the following conditions: 73/23/EEC Low Voltage Directive; 89/336/EEC EMC Directive

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

CAUTION: This LaCie Hard Disk's warranty may be void as a result of the failure to respect the precautions listed above.

Health and Safety Precautions

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this user manual carefully and follow the correct procedure when setting up the device.
- Do not open your LaCie Hard Disk or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. Your LaCie Hard Disk contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie Hard Disk, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and LaCie Hard Disk are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock. Power requirements 100-240 V~, 1.5 A, 60-50 Hz, (Supply voltage fluctuations not exceeding ± 10% of the nominal, transient over-voltages according to over-voltage category II).

General Use Precautions

- Do not expose the LaCie Hard Disk to temperatures outside the range of 5° C to 35° C (41° F to 95° F); or to operational humidity beyond 5-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie Hard Disk or disfigure its casing. Avoid placing your LaCie Hard Disk near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie Hard Disk in an environment that is too cold or humid may damage the unit. Because of heat issues, LaCie recommends that users do not stack more than three drives together. When stacking two drives (up to three), environment temperature should not exceed 30°C (86°F).
- Always unplug the LaCie Hard Disk from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device.
- Do not use the LaCie Hard Disk near other electrical appliances such as televisions or radios. Doing so may cause interference which will adversely affect the operation of the other products.

- Do not place the LaCie Hard Disk near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie Hard Disk.
- Do not place heavy objects on top of the LaCie Hard Disk or use excessive force on it.
- Never use excessive force on your LaCie Hard Disk. If you detect a problem, see the Troubleshooting section in this manual.

CAUTION: A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used.

IMPORTANT INFO: Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep TWO copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

IMPORTANT INFO: 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. Once formatted, the actual available storage capacity varies depending on operating environment (typically 5-10% less).

1. Introduction to the LaCie Hard Disk

Building on over a decade of design excellence, LaCie has created a new line of drives that are timeless and crafted to blend functionality with high-technology. These latest drives are performance-based solutions that will power you through your specific applications.

Ideal for speed intensive applications, the LaCie Hard Disk handles the curves of your demanding data needs. Secure and stable, the LaCie Hard Disk is an ideal way to add space to your computer; you can divide the drive into specific spaces (partitions) for different parts of your data, or leave it alone and simply use it as one big volume.

Features

- Efficient USB desktop hard drive with modern design
- Easy for anyone to set-up and use
- Store and back up your files, music, photos and video

1.1. Box Content

1. LaCie Hard Disk
2. Power supply
3. Hi-Speed USB cable
4. Quick Install Guide

LaCie Utilities and user manual are pre-loaded on the drive.

IMPORTANT INFO: Please save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.

1.2. Minimum System Requirements

Windows Users

- Windows 2000, Windows XP or Windows Vista
- Pentium II 350MHz processor or higher
- 128MB RAM or greater
- USB interface port
- Internet connection (for downloading updates)

Mac Users

- Mac OS X 10.3 or later
- G3, G4, G5 or Mac Intel processor or greater
- 128MB RAM or greater
- USB interface port
- Internet connection (for downloading updates)

2. Getting Connected

IMPORTANT INFO: Please follow the setup steps in the order they are given to ensure that the LaCie Hard Disk volume mounts correctly on your computer.

Step 1	2.1. Turning the Drive On	Page 9
Step 2	2.2. Connecting the USB cable	Page 10
Step 3	2.3. Launching LaCie Setup Assistant	Page 11

2.1. Turning the Drive On

IMPORTANT INFO: Please connect the power supply before connecting the USB cable to ensure that the volume mounts correctly on your computer.

The power supply kit is composed of two cables: one cable (A) connects to the LaCie drive; and the other cable (B) connects to a power outlet, such as a wall outlet or a surge protector.

1. Connect Cable A to your LaCie Hard Disk.
2. Connect Cable B to the power supply brick (C).
3. Connect Cable B to a surge protector or wall outlet.
4. Turn on the drive by moving the power switch on the back of the drive to the ON position.

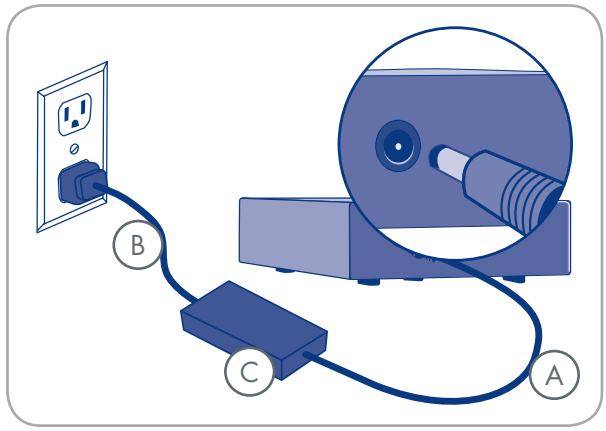

Figure. 2.1

CAUTION: Only use the AC adapter supplied with your specific LaCie Hard Disk. Do not use a power supply from another LaCie drive or another manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty.

Always remove the AC adapter before transporting your LaCie Hard Disk. Failure to remove the adapter may result in damage to your drive and will void your warranty.

TECHNICAL NOTE: You may use your LaCie Hard Disk when in a foreign country thanks to its 100-240 Volt power supply. To be able to use this feature, you may need to purchase an appropriate adapter or cord. LaCie accepts no responsibility for any damage to the drive resulting from the use of an inappropriate adapter. Using an adapter other than one authorized by LaCie will void your warranty.

2.2. Connecting the USB cable

1. Attach the large end of the USB cable to an available USB 2.0 port on your computer.
2. Connect the other end of the USB cable to the USB 2.0 port on the back of the hard disk .
3. After a few seconds, the hard disk will mount on your computer and appear in My Computer (Windows users) or on your desktop (Mac users).
4. Proceed to section 3, Launching LaCie Setup Assistant.

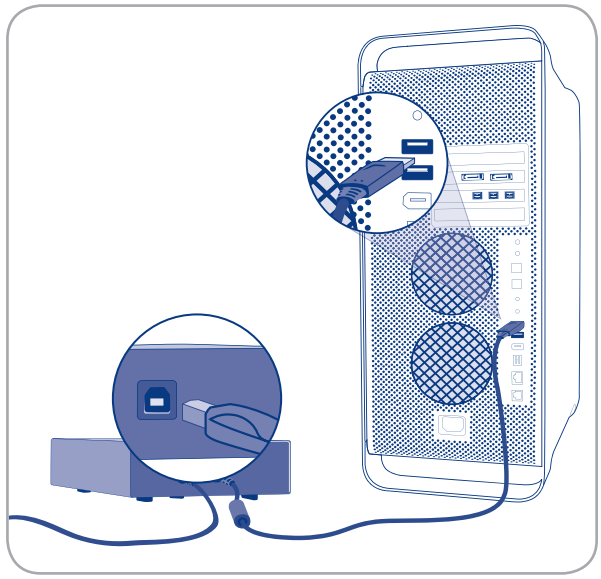

Fig. 2.2

2.3. Launching LaCie Setup Assistant

Before using your drive, LaCie Setup Assistant software must be launched to format your drive. It will:

- Optimize your drive according to your needs
- Copy the manual and utilities on your drive

It is highly advised to copy the user manual and utilities onto your computer's internal hard drive or other medium.

To launch LaCie Setup Assistant:

Windows users: double click on the LaCie drive icon in "My Computer".

Mac users: double click on the "LaCie Setup Assistant" icon which will appear on your desktop.

IMPORTANT INFO: If you do not launch LaCie Setup Assistant or if you quit LaCie Setup Assistant after the formatting has begun, your drive will not be ready to use and will require manual formatting. The user manual and utilities will not be available on your drive and will have to be downloaded from the LaCie website: www.lacie.com

TECHNICAL NOTE: The LaCie Setup Assistant does not prevent you from using your computer's native disk utility program to format or partition your LaCie drive. Simply follow the Setup Assistant through completion, then use your computer's native disk utility (Disk Management for Windows or Disk Utility for Mac) to reformat your drive. See section 3, Optional Formatting and Partitioning for more information.

2.4. Disconnecting Your LaCie Hard Disk

USB external devices feature "plug & play" connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to follow these steps when disconnecting your LaCie Hard Disk.

Windows Users

1. From the System Tray (located in the lower right-hand side of your screen), click the Eject icon (a small green arrow over a hardware image).
2. A message will appear, listing the devices the Eject icon controls (it should say, "Safely remove..."). Click on the LaCie Hard Disk in this prompt.
3. This message will appear: "Safe to Remove Hardware" (or similar). It is now safe to disconnect the device.

Mac Users

1. Drag the hard disk icon to the trash.
2. When the icon disappears from the desktop, the drive can be disconnected.

3. Optional Formatting and Partitioning

The first time you use your LaCie Hard Disk, the LaCie Setup Assistant formats your drive according to your needs. If your needs change, you can reformat your LaCie Hard Disk to optimize it for use with Windows or Mac, or for cross-platform use. For example, if you used LaCie Setup Assistant to format your drive to work with your Mac, but now you want to share your hard disk with Windows users, you can reformat it to FAT 32 (MS-DOS) for this purpose.

IMPORTANT INFO: Please copy the User Manual and utilities to your computer before reformatting. Reformatting will erase everything from the hard disk. If you have other data that you want to protect or continue to use, copy this information to your computer before reformatting.

What is Formatting?

When a disk is formatted, the following things occur: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched) and creates internal address tables that it later uses to locate information. Your LaCie Hard Disk is preformatted in FAT 32 (MS-DOS) format. To reformat your drive, follow the instructions in this section.

What is Partitioning?

You can also divide the hard disk into sections, called partitions. A partition is a section of the hard disk's storage capacity that is created to contain files and data. For instance, you could create three partitions on your drive: one partition for your office documents, one as a backup and one for your multimedia files. Or, if you will be sharing the drive with another person in your household or office, you can create a partition for each person who uses the drive. Partitioning is optional.

File System Formats

There are three different file system format categories: NTFS, FAT 32 (MS-DOS), and Mac OS Extended (HFS+). See the table, below, for more information.

Use NTFS if...
...you will be using the drive only with Windows 2000, Windows XP or Windows Vista (performance will generally be greater when compared to FAT 32). This file system is compatible in read only mode with Mac OS 10.3 and higher.
Use HFS+ if...
...you will be using the drive on Macs only; performance will generally be greater when compared to FAT 32. This file system is NOT compatible with Windows OS.
Use FAT 32 (MS-DOS) if...
...you will be using your drive with both Windows and Mac 10.3 or sharing the drive between Windows 2000 and Windows XP or Windows Vista. Maximum single file size is 4GB.

3.1. Formatting for Windows Users

The process of formatting a drive on a computer running Windows 2000, Windows XP or Windows Vista consists of two steps: (1) installing a signature on the drive, and (2) formatting the drive. These steps will erase anything that is on the disk.

CAUTION: Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Connect the drive to the computer via the interface port.
2. Right-click **My Computer** and select **Manage**.
3. From the "Computer Management" window, select **Disk Management** (located below the **Storage** group). See Fig. 3.1.A.
4. If the "Initialize and Convert Disk Wizard" window appears, click **Cancel**.
5. Windows will list the hard disks that are installed on the system. Locate the drive that is represented by the icon. Right-click the icon and select **Initialize**.
6. In the box to the right that says **Unallocated**, right-click and select **New Partition…**
7. On the first page of the "New Partition Wizard," click **Next**. See Fig. 3.1.B.

■ (continued on next page)

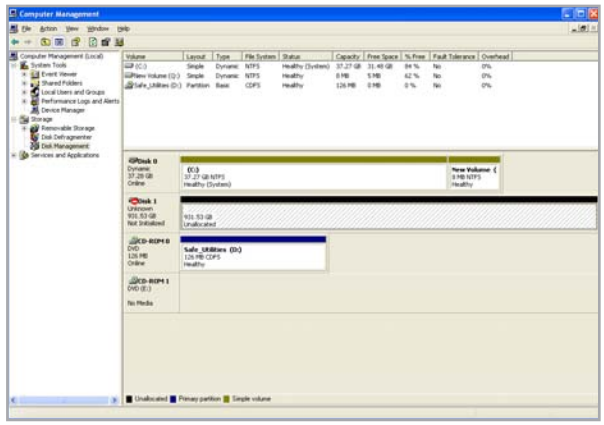

Fig. 3.1.A

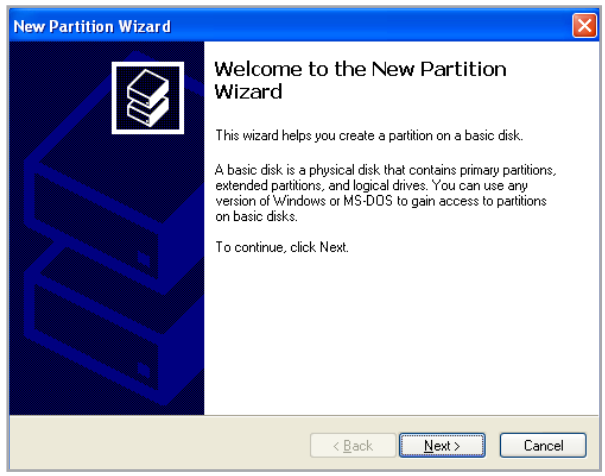
New Partition Wizard
Welcome to the New Partition Wizard
This wizard helps you create a partition on a basic disk.
A basic disk is a physical disk that contains primary partitions, extended partitions, and logical drives. You can use any version of Windows or MS-DOS to gain access to partitions on basic disks.
To continue, click Next.
< Back
Next >
Cancel

Fig. 3.1.B

8. Click **Next**.
9. Click **Next**.
10. Click **Next**.
11. Click **Next**.
12. On the Format Partition window, select **Quick Format**. Click **Next**.

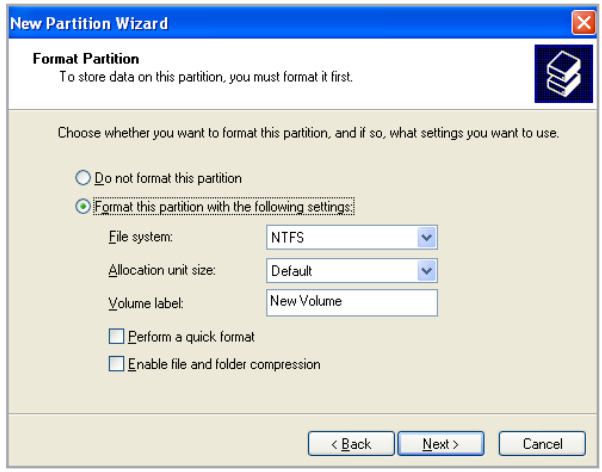
New Partition Wizard
Format Partition
To store data on this partition, you must format it first.
Choose whether you want to format this partition, and if so, what settings you want to use.
Do not format this partition
Format this partition with the following settings:
File system:
NTFS
Allocation unit size:
Default
Volume label:
New Volume
Perform a quick format
Enable file and folder compression
< Back
Next >
Cancel

Fig. 3.1.C

13. Click **Finish** to begin the formatting process.
14. Windows Disk Management will format and partition the disk according to your settings (Fig. 3.1.D.), and your drive will appear in **My Computer**, ready to use.

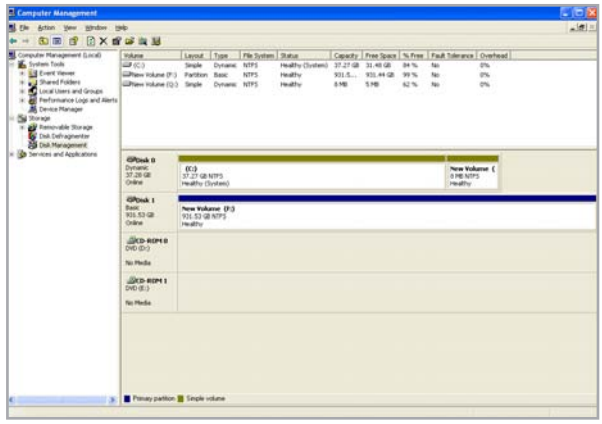

Fig. 3.1.D

IMPORTANT INFO: Please refer to section 3, Formatting and Partitioning, for a more detailed comparison of the various file system formats.

3.2. Formatting for Mac Users

1. Connect the drive to the computer and turn on the drive.
2. Select **Utilities** from the **Go** menu in the Finder menu bar.
3. In the Utilities folder, double-click **Disk Utility**.
4. The Disk Utility window will open. Select the volume labeled **LaCie Hard Disk** from the list of available hard disks on the left side of the window.
5. Select the **Partition** tab.
6. From the **Volume Scheme:** menu, choose the number of partitions you want to divide the drive into (Mac OS 10.x gives you the option of dividing the drive into at most 16 partitions). You can adjust the size of each partition using the slide bar between the partitions in the **Volume Scheme:** area.
7. In the **Volume Information** section, enter a name for each volume (partition), choose the volume format (Mac OS Extended, Mac OS Standard, UNIX File System, or MS-DOS).
8. Once you have finalized the volume options, click **Partition**. Click **Partition** again when the alert message appears to continue.
9. Mac Disk Utility will format and partition the disk according to your settings, and your drive will be ready to use.

CAUTION: Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

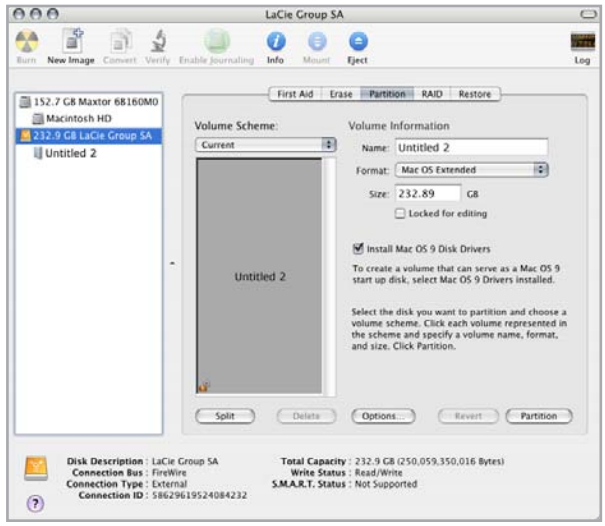

Fig. 3.2.

IMPORTANT INFO: Please refer to section 3, Formatting and Partitioning, for a more detailed comparison of the various file system formats.

IMPORTANT INFO: Apple recommends that unless you have a specific reason to use the UNIX File System (UFS), you should use the Mac OS Extended format because it provides a more familiar experience to Macintosh users.

4. Interface and Data Transfer Information

4.1. USB 2.0 Connection

USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high speed devices such as hard disks, CD/DVD drives and digital cameras.

USB cables

Your LaCie drive is shipped with a Hi-Speed USB cable to ensure maximum data transfer performance when connected to a Hi-Speed USB 2.0 port. The cable will also work when connected to a USB 1.1 port, but drive performance will be limited to USB 1.1 transfer rates.

USB cable and Cable End

4.2. Data Transfers

A data transfer is the flow of data that accomplishes a task, usually related to moving data from storage to computer RAM or between storage devices. During data transfers, it's best to wait before launching other applications on the same USB 2.0 port. Anomalies may arise with computers that have USB 2.0 controllers that do not conform to OHCI (Open Host Controller Interface) standards. In any other configurations, we cannot ensure 100% correct operation.

If you experience hanging problems, proceed as follows:

1. Make sure that the USB cable is connected tightly and securely on both ends of the cable, from the drive to the computer.
2. Check that the power supply and ground connection are seated properly.
3. Disconnect your computer's USB cable. Wait 30 seconds. Reconnect.

TECHNICAL NOTE: Controller - A controller is a component or an electronic card (referred to in this case as a "controller card") that enables a computer to communicate with or manage certain peripherals. An external controller is an expansion card which fills one of the free slots (i.e. PCI or PCMCIA) inside your PC and which enables a peripheral (ex. CD-R/RW drive, scanner or printer) to be connected to the computer. If your computer is not equipped with a USB controller card, you can purchase an external controller through LaCie. Contact your LaCie reseller or LaCie Technical Support (section 6, Contacting Customer Support) for more information.

5. Troubleshooting

If your LaCie Hard Disk is not working correctly, please refer to the following checklist to determine the source of the problem. If you have gone through all of the points on the checklist and your drive still does not work properly, please check the FAQs that are regularly published on our website – www.lacie.com. One of these FAQs may provide an answer to your specific question. You can also visit the downloads page, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Customer Support (see section 6, Contacting Customer Support for details).

Manual Updates

LaCie strives to give you the most up-to-date, comprehensive user manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

If your user manual does not reflect the configuration of the product you purchased, please check our website for the most current version of the user manual.

www.lacie.com

5.1. Troubleshooting for Windows Users

Problem	Question	Answer
The drive is not recognized by the computer.	Has the drive been formatted?	Make sure that the drive has been formatted properly. Please see section 3, Formatting and Partitioning.
	Does your computer's operating system support the file system?	Check your computer's documentation and see section 3, Formatting and Partitioning.
	Is there an icon for the drive in My Computer?	Go into My Computer and look for an icon and drive letter assigned to the LaCie drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	See section 1.2, Minimum System Requirements for more information.
	Is the drive's power supply connected and turned on?	Make sure that the power supply is properly connected (see section 2.1, Turning the Drive On), that the drive has been turned on and that the outlet the power supply is connected to is working.
	Did you follow the correct installation steps for the specific interface and operating system?	Review the installation steps on section 2.2, Connecting the USB cable

Problem	Question	Answer
The drive is not recognized by the computer.	Are both ends of the USB cable securely attached?	Check both ends of the USB cable to make sure they are fully seated in their respective ports. Try disconnecting the cable, waiting 10 seconds, and then reconnecting it. If the drive is still not recognized, restart your computer and try again.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
The drive is working slowly.	Are there other USB devices connected to the same port or hub?	Disconnect any other USB devices and see if the drive's performance improves.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a USB 1.1 port on your computer, or to a USB 1.1 hub?	If your drive is connected to a USB 1.1 port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB 1.1 transfer rates.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, uninstall the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See section 1.2, Minimum System Requirements.
System fan is not running	Not all models include a system fan. To determine if your drive has a system fan, please see the data sheet for your product at www.lacie.com. If your drive has a fan, confirm the outlet is powered, verify power connections, and try an alternate power cable. The fan on the LaCie hard drive does not run continuously; it is activated at certain temperatures.	

5.2. Troubleshooting for Mac Users

Problem	Question	Answer
The drive is not recognized by the computer.	Does an icon for the drive appear on the desktop?	There should be an icon for the LaCie drive on the desktop. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	Check section 1.2, Minimum System Requirements for more information.
	Did you follow the correct installation steps for the specific interface and operating system.	Review the installation steps in section 2.2, Connecting the USB cable.
	Are both ends of the USB cable securely attached?	Check both ends of the USB cable to make sure they are fully seated in their respective ports. Try disconnecting the cable, waiting 10 seconds, and then reconnecting it. If the drive is still not recognized, restart your computer and try again.
	Has the USB driver been installed correctly and enabled?	Open Apple System Profiler and click on the Devices and Volumes tab. If your device is not listed, recheck the cables and try the other troubleshooting tips listed here.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
	Has the drive been formatted?	Make sure that the drive has been formatted properly. Please see section 3, Formatting and Partitioning for more details.
	Does your computer's operating system support the file system?	Check your computer's documentation and see section 3, Formatting and Partitioning for more information.
Error messages under Mac OS 10.x.	Did you get an "Error –50" message while copying to a FAT 32 volume?	When copying files or folders from Mac OS 10.x to a FAT 32 volume, file names with certain characters cannot be copied. These characters include, but are not limited to: ? < > / \ : Check your files and folders to ensure that these types of characters are not being used.
	Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?	Ignore this message. The drive will remount to the desktop. LaCie drives conserve power by spinning down when you set your computer to sleep mode, and when the computer is "revived" from sleep, it does not give the drive enough time to spin up from its sleep mode.
The drive is working slowly.	Are there other USB devices connected to the same port or hub?	Disconnect any other USB devices and see if the drive's performance improves.

Problem	Question	Answer
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a USB 1.1 port on your computer, or to a USB 1.1 hub?	If your drive is connected to a USB 1.1 port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB 1.1 transfer rates.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, uninstall the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See section 1.2, Minimum System Requirements.
System fan is not running	Not all models include a system fan. To determine if your drive has a system fan, please see the data sheet for your product at www.lacie.com. If your drive has a fan, confirm the outlet is powered, verify power connections, and try an alternate power cable. The fan on the LaCie hard drive does not run continuously; it is activated at certain temperatures.	

6. Contacting Customer Support

Before Contacting Customer Support

1. Read the User Manual and review the Troubleshooting section.
2. Try to isolate the problem. If possible, make the drive the only external device connected to your computer, and make sure that all of the cables are correctly and securely attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your LaCie drive to work properly, contact us using the contacts on page 26. Before contacting us, make sure that you are in front of your computer and that you have the following information on hand:

- The serial number of your LaCie drive
- Operating system and version
- Computer brand and model
- Amount of memory installed on your computer
- Names of any other devices installed on your computer, including CD/DVD burners

Information to Include in Email Correspondence

Information	Where to Find Information
1. LaCie Hard Disk serial number	Located on a sticker at the back of drive or on the original packaging
2. LaCie Hard Disk file format	**Mac users:** Select the hard disk icon on the desktop and press Command + I. **Windows users:** Right click the hard disk icon and select **Properties**.
3. Macintosh/PC model	**Mac users:** Click on the Apple icon in the menu bar and select **About This Mac**. **Windows users:** Right click **My Computer** and select **Properties > General**.
4. Operating system version	
5. Processor speed	
6. Computer memory	
7. The brands and models of other internal and external peripherals installed on your computer	**Mac users:** Click on the Apple icon in the finder bar and select **About This Mac**. Select **More Info...** The Apple System Profiler will launch and will list your internal and external peripherals. **Windows users:** Right click **My Computer** and select **Properties > Hardware.**

6.1. LaCie Technical Support Contacts

LaCie Asia, Singapore, and Hong Kong Contact us at: http://www.lacie.com/asia/contact/	LaCie Australia Contact us at: http://www.lacie.com/au/contact/
LaCie Belgium Contact us at: http://www.lacie.com/be/contact/ (Français)	LaCie Canada Contact us at: http://www.lacie.com/caen/contact/ (English)
LaCie Denmark Contact us at: http://www.lacie.com/dk/contact	LaCie Finland Contact us at: http://www.lacie.com/fi/contact/
LaCie France Contact us at: http://www.lacie.com/fr/contact/	LaCie Germany Contact us at: http://www.lacie.com/de/contact/
LaCie Italy Contact us at: http://www.lacie.com/it/contact/	LaCie Japan Contact us at: http://www.lacie.com/jp/contact/
LaCie Netherlands Contact us at: http://www.lacie.com/nl/contact/	LaCie Norway Contact us at: http://www.lacie.com/no/contact/
LaCie Spain Contact us at: http://www.lacie.com/es/contact/	LaCie Sweden Contact us at: http://www.lacie.com/se/contact
LaCie Switzerland Contact us at: http://www.lacie.com/chfr/contact/ (Français)	LaCie United Kingdom Contact us at: http://www.lacie.com/uk/contact
LaCie Ireland Contact us at: http://www.lacie.com/ie/contact/	LaCie USA Contact us at: http://www.lacie.com/contact/
LaCie International Contact us at: http://www.lacie.com/intl/contact/	

7. Warranty Information

LaCie warrants your drive against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective drive. This warranty is void if:

- The drive was operated/stored in abnormal use or maintenance conditions;
- The drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by LaCie;
- The drive was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging or accident;
- The drive was installed improperly;
- The serial number of the drive is defaced or missing;
- The broken part is a replacement part such as a pick-up tray, etc.
- The tamper seal on the drive casing is broken.

LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result.

LaCie will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You will be asked to provide your LaCie product's serial number, and you may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All drives returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

IMPORTANT INFO: Register online for free technical support: www.lacie.com/register